

Agenda Item Form

Agenda Date: 09/21/2004

Districts Affected: 1 through 8

Dept. Head/Contact Information: Community Development, Norma Corona, (915) 541-4230

Type of Agenda Item:

- | | | |
|---|---|---|
| <input checked="" type="checkbox"/> Resolution | <input type="checkbox"/> Staffing Table Changes | <input type="checkbox"/> Board Appointments |
| <input type="checkbox"/> Tax Installment Agreements | <input type="checkbox"/> Tax Refunds | <input type="checkbox"/> Donations |
| <input type="checkbox"/> RFP/ BID/ Best Value Procurement | <input type="checkbox"/> Budget Transfer | <input type="checkbox"/> Item Placed by Citizen |
| <input type="checkbox"/> Application for Facility Use | <input type="checkbox"/> Bldg. Permits/Inspection | <input type="checkbox"/> Introduction of Ordinance |
| <input type="checkbox"/> Interlocal Agreements | <input type="checkbox"/> Contract/Lease Agreement | <input checked="" type="checkbox"/> Grant Application |
| <input type="checkbox"/> Other _____ | | |

Funding Source:

- ☐ General Fund
☒ Grant (duration of funds: 12 Months)
☐ Other Source: _____

Legal:

☐ Legal Review Required Attorney Assigned (please scroll down): John Nance ☐ Approved ☐ Denied

Timeline Priority: ☒ High ☐ Medium ☐ Low # of days: _____

Why is this item necessary:

This item is a resolution for the Mayor to authorize a Grant Application for the Retired and Senior Volunteer Program to the Paso del Norte Health Foundation. This application requests \$44,160 to fund the Calling All Seniors Project, December 1, 2004 through November 30, 2005. This project will recruit senior volunteers to place phone calls to isolated and homebound seniors. Funds will be used to pay a Program Specialist, a part time program assistant (through temp agency), printing, postage and office supplies. The purpose of the Retired and Senior Volunteer Program is to provide enrichment for older adults through significant community service work. It encourages seniors to bring a lifetime of talent, experience, skills and hobbies to community projects and organizations needing volunteer talent. Currently RSVP has approximately 1,700 volunteers placed in over 130 non-profit organizations and agencies. This grant will benefit Districts 1 through 8. There are no matching funds required for this application.

Explain Costs, including ongoing maintenance and operating expenditures, or Cost Savings:

Grant Funded

Statutory or Citizen Concerns:

None Expected

Departmental Concerns:

N/A

SEP 21 2004 12:12 PM

GA 02-2005

GRANT APPLICATION REVIEW

DEPARTMENT Community Development	TYPE OF GRANT New Grant	CONTROL# 826
-------------------------------------	----------------------------	-----------------

GRANTOR Paso Del Norte Foundation Ageless Health Initiative	EFFECTIVE DATE December 1, 2004 to November 30, 2005	MATCHING FUND <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
---	---	--

SOURCE OF FUNDS (GRANT AMOUNT, MATCHING, IN-KIND, INTERGOVERN.)

The Retired and Senior Volunteer Program of El Paso is applying for a grant in the amount of \$44,160 from the Paso Del Norte Health Foundation for the continuation of the Calling All Seniors project.

No matching funds are required.

SEP 13'04 PM 2:01

PERSONNEL FUNDED BY GRANT

The Grant will pay for a part of a Program Specialist and a part time Program Assistant (through a temp agency).

BRIEFLY DESCRIBE HOW GRANT WILL BE USED AND ANY SPECIAL CONDITIONS FOR GRANT:

This item is a resolution for the Mayor to authorize a Grant Application for the Retired and Senior Volunteer Program to the Paso del Norte Health Foundation. This application requests \$44,160 to fund the Calling All Seniors Project, December 1, 2004 through November 30, 2005. This project will recruit senior volunteers to place phone calls to isolated and homebound seniors. Funds will be used to pay a Program Specialist, a part time program assistant (through temp agency), printing, postage and office supplies. The purpose of the Retired and Senior Volunteer Program is to provide enrichment for older adults through significant community service work. It encourages seniors to bring a lifetime of talent, experience, skills and hobbies to community projects and organizations needing volunteer talent. Currently RSVP has approximately 1,700 volunteers placed in over 130 non-profit organizations and agencies. This grant will benefit Districts 1 through 8. There are no matching funds required for this application.

REVIEWED BY: *Thomas M. Dafe* 9/13/04

OMB ANALYST <i>[Signature]</i> 9/14/04	OMB DIRECTOR <i>[Signature]</i> 9-14-04
COMPTROLLER <i>[Signature]</i> 9/14/04	CHIEF ADMINISTRATIVE OFFICER <i>[Signature]</i>
COMMENTS	

RESOLUTION

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF EL PASO:

That the Mayor be authorized to execute and file a Grant Application with the Paso del Norte Health Foundation, on behalf of the City's Retired and Senior Volunteer Program, in the amount of \$44,160, such application to be in effect from December 1, 2004 through November 30, 2005; and

That Robert Salinas, Director of Community and Human Development Department, be authorized to furnish such additional information as the Paso del Norte Health Foundation may require in connection with the Grant Application for this program; and

That the Mayor be authorized to execute, on behalf of the City of El Paso, any Grant Agreements for the above amount, or for a greater or lesser amount, and any amendments to the initial Grant Agreement which increases, decreases, or de-obligates Program funds, provided that no additional City funds are required, upon approval by the Paso del Norte Health Foundation for aid in financing this program. No City matching funds required.

ADOPTED this 21st day of September 2004.

THE CITY OF EL PASO

Joe Wardy
Mayor

ATTEST:

Richarda Duffy Momsen
City Clerk

APPROVED AS TO FORM:

John F. Nance
Assistant City Attorney

APPROVED AS TO CONTENT:

Robert Salinas, Director
Community and Human Development

AGELESS HEALTH INITIATIVE

Assurances and Signature Page

These assurances and signatures certify that

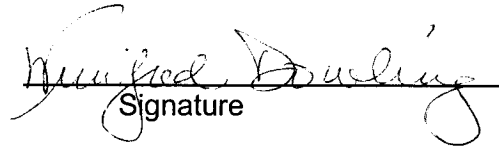
City of El Paso - El Paso Retired and Senior Volunteer Program
(name of agency or institution)

- 1) does not discriminate on the basis of race, religion, ethnicity, national origin, color, gender, disability, or age in its hiring of paid staff, selection of volunteers, or provision of services;
- 2) its Ageless Health Initiative program and program facilities are in compliance with the Americans with Disabilities Act of 1990, as amended. If possible, please attach a copy of the most recent ADA compliance review (only one copy necessary).
- 3) has no conflict of interest with either the Area Agency on Aging, Rio Grande Council of Governments, or Paso del Norte Health Foundation;
- 4) audits its financial records annually and understands that the Area Agency on Aging and the Paso del Norte Health Foundation reserve the right to review the accounting and distribution of Ageless Health Initiative funds;
- 5) has approved the submission of this application to the Ageless Health Initiative through its executive management and governance.



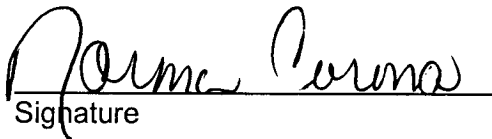
Signature

Robert Salinas, Director
Community and Human Development



Signature

Winifred Dowling
Aging Services Administrator



Signature

Norma I. Corona, Program Coordinator
Retired Senior Volunteer Program

Grantee Executive Office Signature

Joe Wardy
Mayor, City of El Paso


Date

AGELESS HEALTH INITIATIVE
Assurances and Signature Page

ATTEST:

Richarda Duffy Momsen
City Clerk

APPROVED AS TO FORM:



John F. Nance
Assistant City Attorney

AGELESS HEALTH INITIATIVE

Assurances and Signature Page

These assurances and signatures certify that

City of El Paso - El Paso Retired and Senior Volunteer Program

(name of agency or institution)

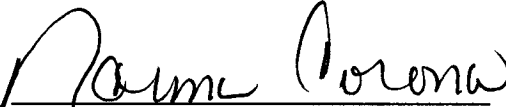
- 1) does not discriminate on the basis of race, religion, ethnicity, national origin, color, gender, disability, or age in its hiring of paid staff, selection of volunteers, or provision of services;
- 2) its Ageless Health Initiative program and program facilities are in compliance with the Americans with Disabilities Act of 1990, as amended. If possible, please attach a copy of the most recent ADA compliance review (only one copy necessary).
- 3) has no conflict of interest with either the Area Agency on Aging, Rio Grande Council of Governments, or Paso del Norte Health Foundation;
- 4) audits its financial records annually and understands that the Area Agency on Aging and the Paso del Norte Health Foundation reserve the right to review the accounting and distribution of Ageless Health Initiative funds;
- 5) has approved the submission of this application to the Ageless Health Initiative through its executive management and governance.


Signature

Robert Salinas, Director
Community and Human Development


Signature

Winifred Dowling
Aging Services Administrator


Signature

Norma I. Corona, Program Coordinator
Retired Senior Volunteer Program

Grantee Executive Office Signature

Joe Wardy
Mayor, City of El Paso

Date


AGELESS HEALTH INITIATIVE

Assurances and Signature Page

ATTEST:

Richarda Duffy Momsen
City Clerk

APPROVED AS TO FORM:



John F. Nance
Assistant City Attorney

Grant Application Cover Sheet

1100 N. Stanton, Suite 510 • El Paso, Texas 79902
(915) 544-7636 • www.pdnhf.org

This cover sheet must be attached to the front of all grant applications.

Organization Information:

Applicant Organization Legal Name: City of El Paso - Retired and Senior Volunteer Program
Executive Director/Official: Joe Wardy Title: Mayor
Address: 2 Civic Center Plaza City/State/Zip: El Paso, TX 79901
Telephone: (915) 541-4001 Fax: _____
E-mail: WardyJ@elpasotexas.gov Website: http://www.ci.el-paso.tx.us/

Program Contact Information:

☐ Check if same as Organization Information.

Name: Norma Corona Title: Program Coordinator
Address: 2 Civic Center Plaza 8th Fl. City/State/Zip: El Paso, TX 79901
Telephone: (915) 541-4230 Fax: (915) 541-4993 E-mail: coronani2@elpasotexas.gov

Title of Proposed Project: Calling All Seniors
Proposed Funding start date: December 1, 2004 End date: November 30, 2005

Population Served: (Indicate specific groups project will serve with a check mark)

Area Served: _____ El Paso County
_____ Hudspeth County
_____ Dona Ana County
_____ Otero County
_____ Cd. Juarez
_____ Other

Project Budget:

Amount requested from Foundation: \$ 44,160
Other support/roll-over funds: \$ _____
In-kind contribution: \$ _____
Total project budget: \$ 44,160

Memorandum of Agreement Information:

☒ Check if same as Organization Information.

Name of signee: Joe Wardy Title: Mayor
Telephone: (915) 541-4001 Fax: _____ E-mail: WardyJ@elpasotexas.gov
Mailing address for Memorandum of Agreement: 2 Civic Center Plaza
City/State/Zip: El Paso, TX 79901

Payment Information: Retired And Senior Volunteer Program ☐ Check if same as Organization Information.

Mailing address for check: 2 Civic Center Plaza 8th Fl
City/State/Zip: El Paso, TX 79901
Contact person for questions about payment: Norma Corona Telephone: (915) 541-4230

Signature: By signing this form, the applicant is certifying that the information contained herein is true and correct, that the proposed project has been adopted by the applicant as part of its plan of work. Please notify the Foundation if any information on this cover sheet changes.

Executive Director/Official and Title

Date

=====For Foundation Use Only=====

Initiative: Ageless Health Program Officer: Enrique Mata

Cycle: 5 Date initiative approved: 01/19/2000 Date application received: _____

Version 1.1
MM 3/31/04

New File

Current File

Reference Number: _____

AGELESS HEALTH INITIATIVE

2004 Grant Application

Proposal Checklist

Provide the completed proposal along with all other required documents in the order listed below. All items on the Checklist must be included, or provide an explanation of why the item is unavailable or does not apply.

<u>✓</u>	Title Page
<u>✓</u>	Proposal Checklist
<u>✓</u>	Pre-Grant Inquiry for Expenditure Responsibility
<u>✓</u>	6-page Narrative, plus Sustainability Plan (and Evaluation Form if desired)
<u>✓</u>	Project Budget with Units of Service
<u>✓</u>	Job Descriptions and Roster of Current Staff (Paid and Unpaid) Associated with the Project
<u>✓</u>	Assurances and Signature Page
<u>✓</u>	Agency Budget (or Department Budget, if a public agency)
<u>✓</u>	Board of Directors (or Advisory Board, if a public agency)
<u>N/A</u>	Most Recent Audit or Annual Report if available

AGELESS HEALTH INITIATIVE

Pre-Grant Inquiry for Expenditure Responsibility

Name of Organization: El Paso Retired and Senior Volunteer Program

Address: 2 Civic Center Plaza 8th Floor

City: El Paso State: Texas Zip: 79901-1196

Telephone: (915) 541-4230 Fax: (915) 541-4993

Email: coronani@ci.el-paso.tx.us Website: http://www.elpasotexas.gov/commdev/rsvp.asp

Contact Person: Norma Corona

The Retired and Senior Volunteer Program (RSVP) of El Paso has been in existence since 1974. The RSVP serves to connect people who are 55 years of age and over with significant community volunteer service opportunities and has demonstrated a history in utilizing the talents of senior volunteers in El Paso County. Currently there are over 1700 RSVP volunteers at over 130 stations providing volunteer hours to non-profit organizations throughout the city and the county of El Paso. The El Paso RSVP projects and volunteers have been recognized at local, state and national levels. The entire tenure for the Retired and Senior Volunteer Program has existed on grant funding. It has successfully administered new and renewed grants with the support of the City's Comptroller and Office of Management and Budget. Grants are secured from governmental as well as private funding.

CALLING ALL SENIORS:

A Proposal for the Ageless Health Initiative

A. Narrative:

1. Statement of Purpose: The Calling All Seniors project serves to provide a friendly phone call to seniors age 60 and over to alleviate the social and physical isolation that play a major role in the well being of seniors. Currently the Calling All Seniors project is working with senior centers, County Nutrition sites, and Housing Authority sites to continue its expansion. The Calling All Seniors project has been very successful in obtaining callers and recipients from these and other agencies. It has recruited and maintained a steady number of volunteer callers, established regular contact with isolated seniors and has explored other services that could benefit the Calling All Seniors project. The current City Administration is encouraging the involvement of neighborhood organizations to focus on the needs of community to include the elderly population. Because of this initiative we see even more agencies being receptive to the Calling All Seniors project. The Retired and Senior Volunteer Program proposes to expand and further develop Calling All Seniors by enhancing the method of recruiting callers and recipients. Part of the expansion and development process is to join forces with the El Paso Fire Department, El Paso Police Department, Victim Services Program, and the Sheriff's Department. The Fire Department has a Lifeline program that provides a daily "check in" call but there is no time to have a companionship kind of call. The Police and Sheriff's Departments often receive non-emergency calls to 911 from seniors just wanting to hear someone's voice. The Police Department sometimes refers these calls to the Victim Services Program (VSP). VSP will check on the person but not refer them on. RSVP has initiated contact with these departments and will work with them to bring

calls to seniors who require more conversation and attention to ease their isolation. The Calling All Seniors project will draw from two groups of seniors. The first group of seniors are those interested in being call volunteers; they may or may not be physically isolated. They will make a friendly phone call to isolated seniors. This second group of physically and emotionally isolated seniors will be on the receiving end of the friendly phone call. The phone call will link the two groups of seniors and will serve to draw both sets of seniors into a more engaged lifestyle.

This project will impact the seniors in the county of El Paso by reducing social isolation by promoting mental activity and social/emotional support. A Senior Citizen Program Specialist with the support of a Program Assistant will coordinate the project. The Ageless Health Initiative grant will pay 85% of salary and benefits for the Program Specialist and 50% of the Program Assistant. With the number of callers growing from 80 to 125 a Program Assistant will be needed to assist with call backs. This is a program growth of over 55%.

2. Target Population: The target population will be seniors 60 and over, who are socially/emotionally isolated and frequently homebound. The target population area will be the County of El Paso, TX. We plan to reach 250+ isolated seniors with phone calls made by 125 senior volunteer callers. The best tool for both outreach and inclusion is through those seniors already volunteering who spread the word about the program to their friends and acquaintances who they feel would benefit from the program. The Fire Department and the Police Department will provide information and a flyer about the Calling All Seniors project and encourage seniors to contact the Calling All Seniors project for assistance. The Calling All Seniors project receives referrals from a dozen or more agencies including the Community Development Project FOCUS and the Area Network for Disability and Aging (ANDA).

3. Description of the Project: The purpose of the Calling All Seniors project is to reduce the social, physical, and emotional isolation of seniors. We have already seen an increase in socialization and involvement on the part of these identified seniors aged 60 and over. We have seen call recipients become volunteer callers and volunteer callers becoming volunteers at senior centers. The Life Satisfaction Surveys show much-improved attitudes for both callers and recipients. For example, 56% of the callers show more contact with friends now that they are volunteering and 48% of recipients show that they are more active now. Calling All Seniors will recruit and maintain at least 125 senior volunteer callers to make friendly phone calls to 250+ isolated and homebound seniors. This project will continue to serve the needs of two groups of seniors. These seniors may appear to be similar in terms of the amount of social contact but they have distinct differences in reasons for the resulting isolation. The first group of seniors are those who may or may not be isolated but who are able to leave their homes. Their isolation is most probably the result of illness or lack of transportation; their isolation tends to be temporary. It is anticipated that these seniors will be drawn into different areas of volunteerism as well as connecting with other interests to get them out of their homes. The second group of seniors are either emotionally or physically isolated. This second set of seniors are largely physically unable to leave their homes and have little or no contact with outside parties on a regular basis. These seniors tend to have a sustained degree of isolation. In all cases our aim is to enhance the level of socialization. Initiating and maintaining contact with agencies that have a senior clientele will expand the project. We plan to increase and continue our contacts with seniors, through word of mouth referrals, social agency referrals, and emergency service agencies to assist in identifying those isolated seniors.

The objectives of this project are: 1) to recruit and maintain at least 125 senior volunteer telephone callers 2) to establish regular contact via telephone calls, with 250+ isolated senior and 3) to explore other services that can benefit Calling All Seniors participants. For example, we will train callers to be aware of services and make referrals for services to other agencies. The expected outcomes are measurable reductions in the perceived level of isolation, increases in life satisfaction and perceived health, and an increased level of volunteerism.

4. Time Frame:

- December 1, 2004 – Feb 28, 2005 – Continue with agencies to include the El Paso Fire Department, El Paso Police Department, Victim Services Program, Sheriff's Department, senior centers, County Nutrition sites, Housing Authority sites, adult day care centers, retirement and assisted living communities, Hospice of El Paso, Alzheimer's Association, Project FOCUS, LULAC Project Amistad, Mental Health Mental Retardation Center (MHMR), and Bienvivir. Hire a part time Program Assistant to support the Program Specialist in coordinating the project. (We plan to expand the program from the current 80 callers to 125 callers.) Hold presentations at agencies and have a training program for new senior volunteer callers in January 2005.
- March 30, 2005 – Provide first quarter progress report for December 2004 through February 2005.
- March 1, 2005 – May 31, 2005 Continue working with agencies, with extra efforts to the Fire, Police and Sheriff's Departments. Hold presentations at agencies and have a training program for new senior volunteer callers in April 2005.
- June 30, 2004 – Financial and program progress report for December 2004 through May 2005.

- June 1, 2005 – August 31, 2005 - Continue working with agencies, with extra efforts to the Fire, Police, Sheriff's Departments. Hold presentations at agencies and have a training program for new senior volunteer callers in July 2005.
- September 30, 2005 – Provided third quarter progress report for June 2005 through August 2005
- September 1, 2005 – November 30, 2005 - Continue working with agencies, with extra efforts to the Fire, Police, Sheriff's Departments. Hold presentations at agencies and have a training program for new senior volunteer callers in October 2005.
- December 30, 2005 - Final and Financial Program Progress Report for the year to include pre-surveys and post-surveys.

5. Organization's Support: The Retired and Senior Volunteer Program (RSVP) has been in existence in El Paso since 1974. It serves to connect people who are 55 years of age and over with significant community volunteer service opportunities. RSVP contributes to the Calling All Seniors project by utilizing existing volunteers from our rolls to establish points of contact and helping with identifying isolated seniors. The RSVP staff will help supplement the Program Specialist who is currently partially paid for by the Ageless Health Initiative. RSVP has an established history in utilizing the talents of senior volunteers in El Paso. The program has over 1,700 volunteers working at over 130 stations, providing volunteer hours to non-profit organizations throughout the city and county of El Paso. RSVP will also provide the office space and equipment.

6. Sustainability: RSVP looks for areas in which senior volunteers are or can become actively engaged with the community, provide a support system, continue to monitor, expand, and increase education and involvement in promoting successful

aging in seniors. Staff support is crucial for this project. The RSVP Program Specialist will not only match callers with recipients and collect hours but assist the callers and the recipients with information and guidance. This is a job where great care must be taken to match persons correctly where time spent on the phone making a correct match is precious to the caller and the recipients. The Program Specialist and Program Assistant will provide stable support for the callers and the recipients. We plan to make every effort to continue our search for funding so that we can continue this program with a paid staff person. This project is moving toward incorporating the neighborhood concept of creating a sense of interdependence. We now provide a referral guide to those senior volunteers making the phone calls so that they can help the call recipients should the need arise. Callers are encouraged to inform the RSVP office if they find that the call recipients need more help. (For example, a senior call recipient having the electricity cut off, not getting necessary medications, or preventing heat-related problems). It is intended for this project to increase socialization, thereby reducing isolation.

(See Sustainability and Timeline Plan attached)

7. Evaluation: Pre-surveys and post-surveys will be given to both the volunteer callers and the call recipients. A pre-survey will be conducted at the beginning of the project and a post-survey after one year of making or receiving calls. This tool will measure program participant's level of perceived isolation, health, life-satisfaction and well-being. RSVP and Ageless Health Initiative staff will also observe volunteer caller training. The Program Specialist and the Program Assistant will monitor on an ongoing basis. This monitoring is done via frequent phone calls to both callers and call recipients to make sure that the phone calls are going smoothly and to get a personal feel toward what progress is being made.

Sustainability plan and timeline:

The Calling All Seniors project is one of the Retired and Senior Volunteer Program volunteer stations. The current Program Specialist will remain as the point of contact, coordinator, instructor, organizer, and counselor to the callers and recipients, but will receive support from a part-time Program Assistant. The Program Specialist will collect and validate appropriate volunteer reports for submission to RSVP, keeps records and prepares reports required by RSVP and discuss assignments with individual volunteers referred by RSVP. The Calling All Seniors Program Specialist and the Program Assistant will hold presentations and contact senior service agencies for referrals, besides training the volunteer callers. The Specialist spends a great deal of time matching up the callers and call recipients to assure a positive relationship. The Program Specialist has laid the foundation for the process we use to sustain this project. The Program Assistant will perform a lot of the call backs required for the program. Our timeline for the funding from Ageless Health Initiative for the Calling All Seniors project and the direction of our project over the next several years is as follows:

- ◆ Contacts with agencies that will include Project FOCUS, LULAC Project Amistad, Mental Health Mental Retardation Center, Bienvivir, Hospice of El Paso, Alzheimer's Association, faith-based organizations, senior centers, senior nutrition programs, and housing sites. Four training programs for new senior volunteer callers will be held annually. We will train the Calling All Seniors callers in information and referral.
- ◆ We continue to plan for future funding. We will work with the City Grants office to research funding sources including federal and state grants, local and national foundations. We will write grants to possible funders.
- ◆ Conduct presentations and reconnections with previously contacted agencies and new contacts.

- ◆ We plan to have succeeded in finding sufficient funds to continue to expand the program, to support a staff person at least at the 75 percent level, to recruit one or more volunteers to act as Project Assistants, and to ensure that Calling All Seniors participants are part of wellness/prevention programs and successful aging.

NAME: _____

Date: _____

Life Satisfaction Survey Calling All Seniors

The following statements are general statements about one's life. Please respond to each statement by placing a check mark (✓) under the column that you feel best fits you. If you agree with the statement place a (✓) under Agree, if you do not agree place a (✓) under Disagree, if you are not sure one way or the other place a (✓) under the Undecided column.

	Agree	Disagree	Undecided
1. I am just as happy with my life as when I was younger.			
2. These are the best years in my life.			
3. This is the dreariest time of my life.			
4. Receiving or making a phone call has made my life more meaningful.			
5. Compared to other people, I am not as socially active as I should be.			
6. Receiving or making a phone call has increased my interest in other activities.			
7. I have made plans for things I'll be doing a month or a year from now.			
8. As I grow older, things seem better than I thought they would be.			
9. As I look back on my life, I am fairly well satisfied.			
10. I've gotten pretty much what I expected out of life.			
11. When I think back over my life, I didn't get most of the important things I wanted.			
12. In spite of what people say, the life of the average person is getting worse, not better.			
13. I have gotten more breaks in life than most of the people I know.			
14. I believe that I could / have benefit(ed) from a friendly phone call.			
15. Will or has the Calling All Seniors program affect(ed) your life.			
16. Being in the Calling All Seniors program has changed my outlook on life.			

NAME: _____

Date: _____

Life Satisfaction Survey Calling All Seniors

This section has statements concerning your feelings about volunteering. Please respond to each statement by circling the number that is closest to your opinion by using the following categories: (Please circle by number)

Strongly Agree	1
Agree	2
Neutral Opinion	3
Disagree	4
Strongly Disagree	5

Your Opinion

17. Because I make phone calls to other seniors, I am more satisfied with my life today.	1	2	3	4	5
18. Retired individuals make good volunteers.	1	2	3	4	5
19. I feel lonely when I am making phone calls.	1	2	3	4	5
20. I am happier when I am making phone calls.	1	2	3	4	5
21. I regularly participate in religious activities.	1	2	3	4	5
22. Making phone calls helps me to be more active.	1	2	3	4	5
23. I am glad one is able to volunteer in their later years.	1	2	3	4	5
24. I feel my health is better now because I am a volunteer caller.	1	2	3	4	5
25. Only a few retired individuals have the talents required to be a good caller.	1	2	3	4	5
26. Since I have been volunteering as a caller, I have had less contact with friends who do not call.	1	2	3	4	5
27. Because of my commitment with Calling all Seniors, I have less contact with my family.	1	2	3	4	5
28. My calling assignments are not very rewarding.	1	2	3	4	5
29. In order to be a good volunteer, being active is more important than being in good health.	1	2	3	4	5

**El Paso Retired and Senior Volunteer Program
Calling All Seniors Project
Proposed Budget – December 1, 2004 through November 30, 2005**

PERSONNEL EXPENSES

Program Specialist 85%	\$24,234
Fringe Benefits 85%	\$7,420
Program Assistant 50%	\$10,566

OTHER EXPENSES

Printing	\$600
Postage	\$370
Office Supplies	\$350
Training / Recognition	\$620

TOTAL	\$44,160
--------------	-----------------

UNITS OF SERVICE EXPLANATION:

A unit of service is a senior volunteer caller making one telephone contact to a senior call recipient. One hundred twenty-five (125) volunteers X a minimum of Fifteen (15) calls each per month X Twelve (12) months = Twenty-two thousand five hundred (22,500) phone calls. This project will complete 22,500 units of service at a cost of \$1.96 per unit.

ANNUAL BUDGET
NEW GRANT EXPENSE & REVENUE DETAIL

DEPARTMENT Community Development		INDEX CODE 71150005		SUBFUND/PROJECT NO.		GRANT STATUS <input type="checkbox"/> Proposed <input type="checkbox"/> Pending <input checked="" type="checkbox"/> Actual	
GRANT TITLE Retired and Senior Volunteer Program				GRANT PERIOD START: FY 04 RSVP		GRANTOR AGENCY NO.	
Account #	DESCRIPTION	REQUESTED GRANT YEAR FUNDING: (NOT MULTI-YEAR TOTAL)			TOTAL		
		FEDERAL 7104RS FEDR	STATE 7104RS STAT	CITY 7104RS CITY			
501000	Non-Uniform Wages & Salaries	77,372	10,007	50,555	\$137,934		
501007	Longevity	366	118	611	1,095		
501100	Workers Compensation	534	45	250	829		
501108	Pos City - Employer Contributions	3,847	1,032	4,482	9,361		
501114	Life Insurance	84	11	53	148		
501124	City Pension Plan Contributions	7,968	1,038	5,245	14,251		
501129	FICA - City Match	4,820	628	3,172	8,620		
501130	FICA MED - City Match	1,127	147	742	2,016		
501101	Unemployment						
502302	Print Shop Allocation - Interfund Services		1,900	1,500	3,400		
502304	Mail Room Charges		1,900	1,500	3,400		
502404	Office Equipment Maintenance Contract			750	750		
503100	Office Supplies		1,679	1,000	2,679		
503107	Photographs / Film / Video		100	100	200		
504000	Phone			600	600		
504001	Long Distance			500	500		
504201	Travel Expenses - Employee	3,000	900		3,900		
504203	Mileage Allowances		3,100		3,100		
504402	General Liability Insurance			4,100	4,100		
504406	Other Services/Charge Expenses (RSVP Recognition)	7,955	5,367	2,653	15,975		
504412	Seminars, Continuing Education Expense	500		250	750		
	TOTALS	\$107,573	\$27,972	\$78,063	\$213,608		

CITY OF EL PASO - FY2004 BUDGET



Calling all Seniors

Calling all Seniors is a friendly telephone call service from one senior to another to provide friendly visit by phone.

This is what Calling all Seniors can do for you:

For the Volunteer Caller

- training to include information and referral
- the opportunity to help home bound seniors
- reminder calls to advisory boards
- free coverage by RSVP insurance
- completing short surveys and updating information

For the Call Recipient

- receive a friendly phone call from another senior, receive referral information
- have a link to the community
- establish communication with others who share the same interest learn a new hobby or
- make a new friend

If you would like more information on how to belong to the Calling all Seniors, please call Evangelina F. Aguilar at 541-4025.

This service is free. It is sponsored by RSVP, Ageless Health Initiative of the Paso del Norte Health Foundation and City of El Paso.





Caller Instructions

The program "Calling All Seniors" is a project to provide isolated seniors with an active volunteer role. It is anticipated that this will lead isolated seniors into a more active life style and provide for more social contact for those seniors unable to leave their home.

Seniors who are 60 years of age and older are eligible to participate. Volunteer registration cards will be issued. Seniors are encouraged to be volunteers placing the calls as well as those receiving calls.

Volunteers will establish weekly phone calls with homebound seniors and non-profit agencies. Volunteers will also help non-profit agencies with differing types of telephonic service to include reminder calls to advisory boards, completing short surveys and updating information.

Becoming a volunteer caller

- Volunteer application is submitted
- Candidate is interviewed and if selected...
- Recipient is assigned to the volunteer caller
- Calls begin

Screening

A program specialist will visit the applicant or have the applicant come in for an interview. The purpose of the interview is to assess the applicant's ability to carry out the responsibilities of a telephone caller, as well as to train the caller on the procedures that need to be followed. The call recipient will also be interviewed to assess their needs, and they are informed of their responsibilities as a recipient.





Caller Instructions

Volunteer Placement

The Program Specialist reviews applications and matches a caller with a recipient. Callers and recipients will be matched according to language spoken, age and area of town. Once a match has been made, the Program Specialist verifies the match with the caller. The completed recipients' information form is mailed to the caller. The caller then phones the recipient and makes arrangements for a mutually agreed upon call.

Volunteer Expectations

- Call your phone friend if you are a caller.
- If you feel the recipient can benefit from additional help, contact the RSVP Office.
- Keep track of hours to report to RSVP.
- Keep your Program Specialist updated especially if you cannot reach your phone friend on repeated attempts.

Recipients Expectations

To participate in the Calling all Seniors project, the recipient is informed of the following expectations during the interview:

- To treat their caller with respect.
- To notify the Program Specialist if their caller is not providing service or providing poor service.





Caller Instructions

Support of Recipients

During the interview the call recipient is told that the Calling all Seniors project will provide the following support to them:

- A friendly call.
- Respond to their problems within program guidelines.

Caller obligations

If you are unable to continue making your call for any reason, notify your Program Specialist and request a substitute caller. Please give your Program Specialist as much advance notice as possible. Stay in touch with your Program Specialist. Contact him/her with any program related questions or comments. Update information on recipients at least every quarter, or whenever you are aware of information changes on the recipient information form.

Keep notes on recipients. Fill out questionnaire and return in the self addressed, stamped envelope provided.

Callers are sent a confidential information form on each assigned recipient. Once received, calls to the recipients can begin.

Your Program Specialist will contact you monthly to record your hours. Keep a log of your hours and on any changes or concerns you have about your participant, then share them with Evangelina F. Aguilar, Senior Citizen Program Specialist, at 541-4374.





CALLING ALL SENIORS Call Recipient Application

Name _____

Birthdate _____

Address _____

Phone _____

Emergency Contact:

Name _____

Address _____

Phone _____

General Questions: These questions are intended to give your caller an idea of what they can talk to you about.

- 1) Where were you born? City _____ State _____ Country _____
- 2) What are your hobbies? _____
- 3) Do you have Children? _____
- 4) Married? _____ Widowed? _____ Divorced? _____
- 5) What was your job before retiring? _____
- 6) Are there special things you would like to discuss with your caller? _____

- 7) Are there issues you would not be comfortable discussing? _____

- 8) What language or languages would you like your phone friend to speak with you? _____





AGELESS HEALTH

CALLING ALL SENIORS Caller Application

Name _____

Birthdate _____

Address _____

Phone _____

Emergency Contact:

Name _____

Address _____

Phone _____

General Questions: These questions are intended to give your caller an idea of what they can talk to you about.

- 1) Where were you born? City _____ State _____ Country _____
- 2) What are your hobbies? _____
- 3) Do you have Children? _____
- 4) Married? _____ Widowed? _____ Divorced? _____
- 5) What was your job before retiring? _____
- 6) Are there special things you would like to discuss with your caller? _____

- 7) Are there issues you would not be comfortable discussing? _____

- 8) What language or languages would you like your phone friend to speak with you? _____



Nombre: _____

Fecha: _____

Revisión de Satisfacción de Vida

Las declaraciones siguientes son opiniones generales acerca de la vida. Responda a cada declaración con la siguiente marca ✓ Indique cual de las tres respuestas se refiere a usted. Si esta de acuerdo marque la columna "De acuerdo". Si usted no esta de acuerdo indique con su marca ✓ bajo esa respuesta. Finalmente si su respuesta es indecisa marque bajo "Indeciso." ✓

	De Acuerdo	No estoy de acuerdo	Indeciso
1. Estoy tan contento hoy con mi vida como lo he estado cuando joven.			
2. Estos son los mejores años de mi vida.			
3. Este es el tiempo más triste de mi vida.			
4. El recibir o hacer una llamada ha mejorado mi vida.			
5. En comparación con algunas personas, yo no soy tan activo como debería serlo.			
6. El recibir o hacer llamadas ha creado mayor interés en otras actividades para mí.			
7. Tengo planeado actividades por hacer tanto dentro de un mes como de un año			
8. Al pasar los años, yo veo que las cosas son mejor que lo imaginaba.			
9. Al contemplar mi pasado, me siento satisfecho.			
10. He recibido de la vida lo que yo esperaba.			
11. Al contemplar mi pasado, siento que yo no tuve la mayoría de lo que quise.			
12. A pesar de la opinión general, la mayoría de personas se encuentran peor y no mejor que antes.			
13. Yo he recibido mas oportunidades en mi vida que otras personas quienes yo conozco.			
14. Yo creo que si me beneficia hacer o recibir una llamada.			
15. Yo creo que este programa de llamadas podrá o ya a afectado mi vida.			
16. El ser parte de este programa de llamadas ha cambiado mi perspectiva de la vida.			

Nombre: _____

Fecha: _____

Revisión de Satisfacción de Vida

Esta sección tiene las declaraciones con respecto a sus sentimientos acerca de sus servicios como voluntario. Responda por favor a cada declaración con un circulo en el numero que refleje su opinión usando las categorías siguientes:

Estoy Fuertemente de Acuerdo	1
Estoy de Acuerdo	2
Mi Opinion es Neutral	3
No estoy de Acuerdo	4
Estoy Fuertemente en Desacuerdo	5

Su Opinión					
17. Yo me siento mas satisfecho con mi vida por ser voluntario.	1	2	3	4	5
18. Los mejores voluntarios son personas jubiladas.	1	2	3	4	5
19. Yo me siento solitario al hacer llamadas.	1	2	3	4	5
20. Yo me siento mas contento al hacer llamadas a otros.	1	2	3	4	5
21. Yo participo regularmente en actividades religiosas	1	2	3	4	5
22. El ser voluntario me ayuda a mantenerme activo.	1	2	3	4	5
23. Me agrada saber que puedo ser voluntario en mis años posteriores.	1	2	3	4	5
24. Yo siento que me encuentro en mejor salud desde que comencé ha ser voluntario.	1	2	3	4	5
25. Existen pocos individuos jubilados quienes tienen talento para ser buenos voluntarios.	1	2	3	4	5
26. Desde que comencé a prestar servicios voluntarios, tengo menos contacto con mis amistades quienes no son voluntarios.	1	2	3	4	5
27. Por causa de mi compromiso con RSVP, tengo menos contacto con mi familia.	1	2	3	4	5
28. La mayoría de actividades voluntarias no tienen mucha recompensa.	1	2	3	4	5
29. Para poder ser un buen voluntario, es mas importante ser activo que estar en mejor salud.	1	2	3	4	5



Llamando a Personas de Mayor Edad

Este programa es para establecer una llamada amistosa entre personas de mayor edad

Vea usted las oportunidades atribuidas a este programa:

Voluntario(a) que hace las llamadas

- entrenamiento sobre información acerca de las diferentes agencias y servicios sociales
- la oportunidad de ayudar a personas de mayor edad que son incapacitados
- hacer llamadas de recordatoria con diferente agencias
- recibirá aseguranza gratuita por RSVP
- llenar encuestas y poner al día información

Participante de las llamadas

- recibir una llamada amistosa e información acerca de otras agencias de servicios sociales
- conectar con la comunidad
- establecer comunicación con personas mayor edad quienes compartan intereses comunes y aprender nuevos pasatiempos
- hacer nuevas amistades

Si requiere mas información o si gusta participar en el programa, **favor de llamar al 541-4025 la Oficina de RSVP.** Evangelina F. Aguilar

Los servicios son gratuitos. Patrocinado en parte por RSVP, Del Iniciativo Salud sin Edad La Fundación de Salud Paso Del Norte y La Ciudad De El Paso.





Instrucciones para el Voluntario Proveendo la Llamada Telefonica

El programa "Llamando a Personas De Mayor Edad" es un proyecto que va a proveer a personas de mayor edad que estan aislados a desempenar un papel mas activo como voluntarios. Es anticipado que esta oportunidad a ayudar a personas aisladas a ser mas activas y tener contacto social con aquellas personas quienes no salen de su hogar.

Personas mayores de 60 anos son elegibles para participar. Tarjetas para registrarse seran distribuidas. Voluntarios van a establecer una llamada por semana a alguna personas mayor de edad que son incomunicados hacer llamadas de recordatorios a diferente agencias y llenar encuestas para poner al dia informacion.

Llegar a ser voluntario en hacer llamadas:

- La aplicacion para ser voluntaria es entregada a nuestra oficina
- El candidato (a) es entrevistado y si es seleccionado
- El Voluntario es asignado a la persona a quien va a llamar
- El voluntario da comienzo a las llamadas

Investigacion:

El especialista de programas va a visitar al aplicante o pedir que venga el aplicante para la entrevista. La entrevista es para asesorar la habilidad del aplicante en hacer las llamadas y tambien para instruir a estas mismas persona en el procedimiento que se debe llevar. La persona que va recibir las llamadas tambien seran entrevistados (a) para asesorar sus intereses y las responsabilidades delineadas como participante.





Instrucciones para el Voluntario Proveendo la Llamada Telefonica

Assignar a el (a) Voluntario

El especialista de programas va a revisar las aplicaciones y asignar a los recipientes con los voluntarios el idioma, la edad y aia en donde viven. En cuanto se puedan juntar los grupos, el especialista de programas va a asignar los grupos que van a hacer las llamadas con las personas que van a recibir las llamadas.

Lo que se espera del voluntario:

- Llame a su amigo (a) si es la persona que va a hacer las llamadas
- Si cree que el participante puede beneficiarse con mas asistencia por favor comuniquese con la oficina de RSVP
- Tenga al tanto al especialista de programa espacialmente si no han podido comunicarse con su amigo o amiga telefonica (o)

Lo que debe de esperar el recipiente de este proyecto. El recipiente recibira informe sobre lo que es de esperarse del voluntario quien hara las llamadas.

- Se deben conducir las llamadas con mutuo respeto
- Como recipiente se les urge por favor avisen a su especialista del programa RSVP si el servicio no es proviedo de forma aceptable

Servicio al Recipiente

Durante la llamada de entrevista el recipiente de las llamadas telefonicas sera informado especificamente sobre los servicios designados por el proyecto Calling All Seniors tal y como estan identificados por consiguiente:

- El proposito del contacto sera con el fin de proveer una conversacion amistuosa.
- Consejos y recomendaciones por parte de el voluntario deberan adherirse a las reglas identificadas dentro de la guia del programa.





Instrucciones para el Voluntario Proveendo la Llamada Telefonica

Responsabilidad de el Voluntario

Si por algun motivo usted no estara disponible para hacer sus llamadas es importante notifique al especialista del programa y solicite un sustituto quien llame en su lugar. Por favor avise al programa con bastante tiempo en anticipo dando oportunidad de identificar a un sustituto. La comunicacion con el especialista de el programa es vital, mantenga su contacto. Cualquier pregunta, duda o comentario haga saber. Mantenga datos recientes de sus recipientes de llamadas. Si le es posible considere verificar datos cada trimestre. Si sus recipientes le hacen saber sobre cambios en sus datos documentenlo al instante.

Documenten informacion sobre sus recipientes de llamadas. De esta manera recordaran detalles personales cuales permitiran el desarrollo de una conversacion satisfactoria y productiva con un toque personal. Llenen el cuestionario y envienlo en el sobre designado.

Voluntarios recibiran un documento con informacion confidencial sobre los recipientes de las llamadas telefonicas. Al recibir este documento usted debe comenzar su contacto.

Su especialista de programas se comunicara con usted mensualmente con el fin de coleccionar sus horas de servicio. Guarde documentacion sobre las horas de servicio que usted provee y de cualquier cambio, pendiente o preguntas que tenga usted sobre su recipiente de llamadas. Comuniquete cualquier informe a su especialista de programas – Evangelina F. Aguilar, Senior Citizen Program Specialist at 541-4025





LLAMANDO A PERSONAS DE MAYOR EDAD

Recipiente de Llamadas Telefonicas

Nombre: _____ Fecha de Nacimiento: _____

Domicilio: _____ Telefono: _____

Contacto de Emergencia:

Nombre: _____

Domicilio: _____ Telefono: _____

Guia de Comunicacion: Estas interrogativas estan diseñadas para guiar y prestar ideas al voluntario sobre los temas cuales pueden ser tratados con usted.

- 1) Lugar de su nacimiento? Ciudad _____ Estado _____
Pais _____
- 2) Cuales son sus pasatiempos? _____
- 3) Tiene usted hijos? _____
- 4) Es usted casado(a)? _____ Ha usted enviudado? _____
Es usted divorciado? _____
- 5) Cual fue su profesion antes de su jubilacion? _____
- 6) Indique aqui su preferencia de temas de conversacion? _____
- 7) Si existe algun tema cual le causaria incomodidad o disgusto por favor indíquelo aqui: _____
- 8) Que idioma prefiere se le hable? _____





**LLAMANDO A PERSONAS DE
MAYOR EDAD
Aplicacion
Voluntario(a) de Llamadas Telefonicas**

Nombre: _____ Fecha de Nacimiento: _____

Domicilio: _____ Telefono: _____

Contacto de Emergencia:

Nombre: _____

Domicilio: _____ Telefono: _____

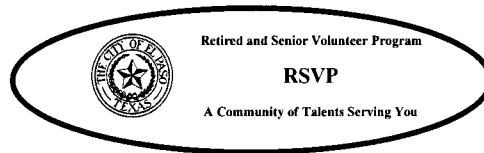
Guia de Comunicacion: Estas interrogativas estan diseñadas para guiar y prestar ideas al voluntario sobre los temas cuales pueden ser tratados con usted.

- 1) Lugar de su nacimiento? Ciudad _____ Estado _____
Pais _____
- 2) Cuales son sus pasatiempos? _____
- 3) Tiene usted hijos? _____
- 4) Es usted casado(a)? _____ Ha usted enviudado? _____
Es usted divorciado? _____
- 5) Cual fue su profesion antes de su jubilacion? _____
- 6) Indique aqui su preferencia de temas de conversacion? _____
- 7) Si existe algun tema cual le causaria incomodidad o disgusto por favor indíquelo aqui: _____
- 8) Que idioma prefiere se le hable? _____





City of El Paso



RETIRED AND SENIOR VOLUNTEER PROGRAM

Staff Roster



Senior Citizen Program Coordinator

Norma Corona

Responsibilities listed on attached job description

Senior Citizen Program Specialist

Henry Drake

Lori Rodriguez

Evangelina F. Aguilar

Responsibilities listed on attached job description

Senior Citizen Program Representative

Irma Graveline

Responsibilities listed on attached job description

Program Assistant

To be filled by Grant

Responsibilities listed on attached job description

Professional and Managerial Branch
Social Services Group
Human Services Program Series

SENIOR CITIZEN PROGRAM COORDINATOR
Unclassified Service
04/00 (CDH)

Summary

Under direction, organize and manage assigned senior volunteer community service programs.

Typical Duties

Develop, plan and obtain funding and utilize stipend and non-stipend volunteer resources such as foster grandparents and retired seniors for various community social service programs for user agencies (e.g. schools, nonprofit health and service organizations, juvenile authorities, museums, local government units); Involves: meeting with community leaders and user agencies, assessing projected needs, making presentations about volunteer resources, determining ability of volunteer program to support needs; researching and identifying funding sources, consulting with Federal, State and Local governmental and non-profit organizations, coordinating grant requests with ongoing program efforts; dovetailing grant requests into various fiscal years and requested service objectives; writing grant proposals, estimating cost and resource requirements; screening volunteers for skills and program eligibility, overseeing selection and assignment of volunteers; assuring that program evaluation mechanisms are available, developing measurement tools as necessary; scheduling and conducting fund raising events.

Implement, coordinate and evaluate authorized volunteer programs to support user agencies. Involves: overseeing and administering procedures and resources allocated to each project supported, devising and conducting general and program specific training including procedural guidelines for volunteers; collaborating with service site managers and advising user agency supervisor on establishing and enforcing agreed upon implementation processes, performance standards, evaluation measures, achievement objectives, disciplinary action and dispute resolution; assuring the funding source guidelines are met; directing data collection and reporting of program results and visiting service delivery sites if necessary to monitor progress relative to user agency's evaluation criteria; reviewing individual volunteer performance appraisals and taking or specifying corrective action; investigating facts of complaint or appeal situations and representing section interests to reach settlements.

Administer fiscal activities or programs. Involves establishing cost controls, parameters and evaluation procedures, monitoring costs, approving expenditures, instructing on cost containment measures; reallocating funds within guidelines or initiating other authorized measures to remain within budgetary limits; analyzing, evaluating and applying reported financial data to account for funds and justify variances from targets; preparing required progress and final narrative and statistical reports to funding sources.

Supervise assigned professional non-supervisory program specialist and clerical employees. Involves: assigning duties, issuing written and oral instructions and checking work for exactness, neatness and conformance to policies and procedures; guiding subordinates to overcome difficulties encountered in performing duties; evaluating performance; coaching and arranging for or conducting training and development activities; enforcing personnel rules and regulations, standards of conduct, work attendance and safe working practices; maintaining supervisor-subordinate harmony and resolving grievances; recommending personnel status, organization structure and job design changes; interviewing applicants.

Perform related incidental duties contributing to realization of unit or team objectives as required. Includes: substituting within authorized limits for supervisor, coworkers or subordinates as qualified by carrying out specific functions to maintain continuity of ordinary services, if delegated. Providing designated support to projects of activities overseen by higher graded personnel as instructed; explaining and demonstrating work to assist supervisor in orienting and training purposes under general supervision; logging activities, and preparing recurring or special activity or status reports.

Minimum Qualifications

Training and Experience: Graduation from an accredited college or university with a Bachelor's degree in Sociology, Psychology or a related discipline; plus three (3) years increasingly responsible experience in social service program operations equal to Program Specialist II; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Considerable knowledge of: government sponsored social service policies and

procedures, and related program personnel and operating management. Good knowledge of: government funding sources and non-profit organizations; computer applications purposes and functions. Some knowledge of: accounting methods and budget preparation and controls; supervisory techniques.

Ability to: evaluate community needs for volunteer work to support various programs for targeted populations; develop internal and external service delivery; coordinate section programs with other City units providing related services; write grant proposal having various sources with overlapping fiscal years and service objectives; control expenditures and allocate funds; express oneself clearly and concisely with empathy, both orally and in writing in dealings with the elderly and other targeted populations; direct selection, training and supervision of volunteer personnel; firmly and impartially exercise supervisory authority and enforce work rules; establish and maintain effective working relationships with fellow employees, agency officials, civic leaders and the general public; prepare and maintain records and reports.

Skill in safe operation and care of: personal computer or network workstation, and generic business productivity and specialized social services and financial software comparable to that installed; common office equipment and computer programs.

Special Requirements: Subject to call back; work flexible or extended hours, weekends & holidays.

Director of Personnel

Department Head

Professional and Managerial Branch
Miscellaneous Professional Group
Social Services Series

SENIOR CITIZEN PROGRAM SPECIALIST

09/00 (REB)

Summary

Under general supervision, recruits volunteers and organizations and coordinates and supervises senior citizen services training and assignments; performs related duties as required.

Typical Duties

Plans and coordinates senior citizen services, such as the Retired Senior Volunteer Program and the Foster Grandparent Program; initiates and develops volunteer placements at work stations; monitors assignments as defined in individual care plans for physically, mentally, visual and/or hearing impaired children; provides volunteer stations with technical assistance; negotiates volunteer stations annual memorandum of understanding; assesses evaluation procedures utilized by participating volunteer stations; assures compliance with and provides assistance and training on program guidelines and requirements; investigates problems and complaints with work stations staff and recommends improvements.

Recruits and selects program participants; analyzes participants' experiences and qualifications and recommends placement in appropriate volunteer station; explains program policies, procedures, volunteer activities, and restrictions; confers with volunteers to identify problems, investigates complaints, and takes appropriate action; counsels volunteers and/or family members as needed; refers volunteers to community support services; plans and coordinates activities to recognize volunteers and organizations supporting senior citizen programs.

Develops and conducts in-service training and pre-service orientation programs; prepares and delivers public presentations promoting senior volunteer programs to civic groups, human service agencies, other interested organizations, and the media; assists in preparation of program newsletter; collaborates with community organizations, senior citizens' programs and programs for persons with special or exceptional needs; makes recommendations in resource development and local fund-raising activities; maintains records and prepares monthly reports.

Minimum Qualifications

Training and Experience: Graduation from a college or university with a Bachelor's Degree in Social Science, Human Services, or related field; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Good knowledge of the physical, social and psychological needs and characteristics of persons over 60 years of age; some knowledge of local social service agencies.

Ability to empathize, communicate and work with persons over 60 years of age; ability to express oneself clearly and concisely, both orally and in writing; ability to establish and maintain effective working relationships with fellow employees, officials and the general public; ability to prepare and deliver oral presentations; ability to plan and schedule work; ability to maintain records and prepare reports; ability to tactfully and impartially enforce established rules and regulations; ability to orally communicate in Spanish and English preferred.

Physical Requirements: Mobility within an office and field environment; operation of a motor vehicle through City traffic.

Licenses and Certificates: Texas Class "C" Driver's License or an equivalent license issued by another state.

Director of Personnel

Department Head

Technical Branch
Sub-Professional Engineering and Planning Group
Social Services Series

SENIOR CITIZEN PROGRAM REPRESENTATIVE

09/00 (REB)

CHARACTERISTICS OF THE CLASS:

Under general supervision, recruits and enrolls senior citizens and organizations in the City's senior citizen social programs; performs related duties as required.

EXAMPLES OF DUTIES:

As assigned, explains the goals, objectives and requirements of the City's senior citizen programs such as the Retired Senior Volunteer and Foster Grandparent Programs to individuals and groups of senior citizens, nursing homes, nutrition centers and other organizations; obtains volunteers; interest, skills, work experience and related information; explains meals, transportation and other reimbursements to volunteers; introduces and acquaints volunteers with work stations and staff.

As assigned, explains programs to non-profit organizations to obtain their participation; discusses job requirements and working conditions with participant organizations for selection and placement of volunteers; checks work stations for compliance with policies and agreements; refers problems concerning volunteers to supervisor.

Participates in the planning and coordination of activities for the recognition of volunteers and organizations; acts for supervisors as required; as assigned, delivers public presentations explaining the programs; compiles monthly statistical summaries, calculates reimbursements and submits them to supervisor; delivers and collects monthly volunteer and work station report forms; maintains records and prepares reports.

MINIMUM QUALIFICATIONS:

Training and Experience: Graduation from high school or GED and two years subprofessional experience in providing services to the elderly; or an equivalent combination of training and experience.

Knowledge, Skills and Abilities: Some knowledge of the physical, social and psychological needs and characteristics of persons over 60 years of age; some knowledge of office practices and procedures, including typing.

Ability to empathize, communicate and work with persons over 60 years of age; ability to communicate effectively orally and in writing; ability to establish and maintain effective working relationships with fellow employees, officials, and the public; ability to make mathematical computations; ability to exercise good judgment; ability to maintain records and prepare reports; ability to tactfully enforce established rules and regulations; ability to speak to groups.

Physical Requirements: Mobility within and office and field environment, operation of a motor vehicle through city traffic.

Licenses and Certificates: Texas Class "C" Driver's License or an equivalent license issued by another state.

Special Requirements: Some knowledge of Spanish desirable.

Director of Personnel

Department Head

Program Assistant

CHARACTERISTICS OF THE CLASS:

Under general supervision, enrolls senior citizens and organizations in the City's senior citizen social programs; and performs clerical duties as assigned.

EXAMPLES OF DUTIES:

As assigned, explains the goals, objectives and requirements of the Retired Senior Volunteer Program to individuals and groups of senior citizens, and agencies; obtains volunteers; interest, skills, work experience and related information; introduces and acquaints volunteers with work stations and staff.

As assigned, explains programs to non-profit organizations to obtain their participation; discusses job requirements and working conditions with participant organizations for selection and placement of volunteers; checks work stations for compliance with policies and agreements; refers problems concerning volunteers to supervisor.

Participates in the planning and coordination of activities for the training and recognition of volunteers; delivers public presentations explaining the programs; types correspondence, reports and related documents; delivers and collects monthly volunteer and work station report forms; operates office equipment such as computer, typewriter, copier fax machine and use of phone.

MINIMUM QUALIFICATIONS:

Training and Experience: Graduation from high school or GED; one year experience working with agencies and two years and some knowledge of working and providing services to persons over 60 years of age; or an equivalent combination of education, training and / or experience.

Knowledge, Skills and Abilities: Some knowledge of the physical, social and psychological needs and characteristics of persons over 60 years of age; ability to empathize and communicate and work with persons over 60 years of age; ability to communicate effectively orally and in writing; ability to establish and maintain effective working relationships with fellow employees, officials, and the public; ability to exercise good judgment; ability to make sound decisions; ability to express oneself clearly and concisely.

Good knowledge of office practices and procedures; good knowledge of English, spelling and punctuation; good knowledge of the use and care of office equipment; some knowledge of the methods and techniques of public contact; some knowledge of office practices and procedures, including typing, Microsoft Word, Excel, and Data Entry.

Ability to tactfully and courteously respond to public inquiries and provide requested information; ability to maintain filing systems; ability to independently plan and complete assigned work without close supervision; ability to compile and organize information.

Physical Requirements: Mobility within and office and field environment, operation of a motor vehicle through city traffic.

Licenses and Certificates: Texas Class "C" Driver's License or an equivalent license issued by another state.

Special Requirements: Some knowledge of Spanish desirable.



RSVP ADVISORY COUNCIL MEMBERS

As of August 2, 2004

STEFANIA GARZA

RAYMOND DUNIGAN

VERNON HAVERSTICK

WILLIAM WICKLINE

SAMUEL WELDON

CHARLES F. MATTHEWS

SHIRLEY ROBERTS

CONRAD P. RAMIREZ

ROSA DE LEON

#7

MARGARET DAVIS

JULIE BELCHER

1000 -

)

SHIRLEY J. PHILLIPS

-

JANE RATCLIFF

RITA LICANO

7.